

September 2012

**FLSA: NON-
EXEMPT**

ZOO EDUCATION & OPERATIONS SUPERVISOR

DEFINITION

Under general direction, oversees, coordinates and supervises direct education and operations staff and volunteers; develop, oversee and prioritize zoo education programs and interpretive displays; oversee admissions program, clerical and custodial support and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May exercise technical and functional direction and training over assigned staff and/or volunteers, and provides supervision to assigned temporary staff.

CLASS CHARACTERISTICS

This is a working supervisory class in the City Zoo that oversees the education, admissions and custodial operations at the Zoo. Responsibilities include developing and delivering educational programs, designing and implementing interpretive displays, supervising reviewing assigning education and operations staff, organizing school and large group visits. This class is distinguished from the Zoo Manager in that the latter has overall program, budgetary and administrative responsibility for the Zoo.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, develops, coordinates, and oversees zoo education programs and activities, including youth volunteer and docent programs, teacher workshops, outreach programs, and special events.
- Develops and implements education program curriculum and interpretive displays, signs, brochures, articles, and other materials.
- Evaluates interpretive programs and displays for effectiveness; uses results to refine and improve programs.
- Plans, develops, schedules, prioritizes and assigns education and operations work in consultation with the Zoo Manager; communicates status of Zoo operations to appropriate personnel, working cooperatively to schedule activities in accordance with established priorities and special operational priorities; instructs staff in work procedures.
- Provides supervision and training to assigned education and operations staff; reviews and controls quality of work; assists in completion of employee evaluations; assists with hiring, employee development and discipline.
- Acts as Supervisor-In-Charge in absence of Zoo Manager.
- Assists the Zoo Manager with strategic planning, long-term interpretive/education goals, operations, grant writing, administrative duties.
- Performs general maintenance of displays and facilities, including light construction, facility maintenance, and repair.

- Participates in implementation of education programming and operations duties of supervised job classes.
- Assists in developing budget figures for division, and manages specific expenditures within approved budget amounts.
- Provides educational information to the visiting public, including providing general information about Zoo operations and facilities, explaining animal behavior and care, and answering questions from the public and other Zoo personnel.
- Works with volunteers; provides supervision, information and instructions.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Principles, practices, and techniques of zoo education program development, presentation and evaluation.
- Effective teaching and public speaking techniques
- Applicable Federal, State, and local laws, codes and regulations concerning the operation of the City Zoo, including current standards of the Association of Zoos and Aquariums.
- Efficiency with computer applications related to the work.
- Principles of record keeping, database management and cash handling.
- Principles, practices and techniques of working with children.
- Occupational hazards and standard safety practices necessary in the area of Zoo services.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Develop, coordinate, and present effective Zoo education programs and activities for a variety of age groups.
- Design graphic layout for displays and materials using graphic design programs and techniques.
- Develop appropriate and safe work procedures and train assigned staff.
- Identify and implement effective and efficient course of action to complete assigned work; problem-solve.
- Access, retrieve, enter, and update information using a computer terminal, and use standard software effectively.
- Act as supervisor-in-charge during absence of Zoo Manager (responsibility shared with other Supervisor).
- Meet and deal tactfully and effectively with the public; represent the City and Zoo professionally.
- Follow division policies and procedures related to assigned duties.
- Prepare and maintain records and prepare work and time reports in assigned areas.
- Organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines.

- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in environmental education, natural resources interpretation, or a related field,
- Two (2) years of paid experience developing and implementing educational programs and interpretive displays, preferably in a zoo setting,
- One (1) year of experience in a supervisory position.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as in a Zoo environment, and to inspect various animal care sites and habitats, including traversing uneven terrain, climbing ladders, stairs and other access points; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas may be required. Wrist flexion and lateral rotation are necessary in combination with grasping. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials, objects, and animals necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions. Employees also work outside, may be exposed to inclement weather conditions, light construction, cleaning chemicals and hazardous physical substances. May involve exposure to dangerous and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. This position will be around animals known to cause allergies.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.